

<b>Event Name</b>	ISO-21001-2018 Training Workshop
<b>Topic:</b>	ISO-21001-2018 Internal Audit Training Workshop
<b>Date: (DD/MM/YYYY)</b>	28-08-2023 7 29-08-2023
<b>No. of Days:</b>	2 days
<b>Start Time:</b> <b>End Time:</b>	1.30 to 4.45pm both days
<b>Venue Campus Name &amp; Place:</b>	Room No. 514, 5 <sup>th</sup> Floor, CMS Business School
<b>Section/Semester:</b>	Faculty
<b>Batch:</b>	Faculty & Non-Teaching Staff
<b>Mod of Event Offline/ Online (Provide Virtual Link)</b>	Offline
<b>Name of Chief Guest/Dignitaries/Speaker:</b>	Mr. Lakshmisha
<b>Chief Guest/Dignitaries/Speaker Designation:</b>	Director
<b>Chief Guest/Dignitaries/Speaker Contact No &amp; Email Id:</b>	GARANI CONSULTANTS
<b>Chief Guest/Dignitaries/Speaker Company/ Institute Name:</b>	garaniconsultants@weebly.com
<b>Event Coordinators Name &amp; Contact No.</b>	Dr. Selvi S
<b>Collaboration &amp; Association (Company Name,</b>	NA
<b>Guest Email Id:</b>	Lakshmisha GR <grlakshmisha@gmail.com>
<b>Guest Contact Number:</b>	9880811194
<b>Moderator (if any)</b>	Dr. Selvi S
<b>No. of Participants</b>	32
<b>Professional Photographer Name &amp; Contact No.:</b>	Mr. Charen K J - 8660296113
<b>Feedback:</b>	Yes
<b>Brochure/Poster: (if any)</b>	Yes Attached
<b>Budget of the Program (if any):</b>	Yes
<b>Revenue Collected: (if any)</b>	NA

**1. Introduction:** ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization. ISO-21001-2018 Internal Audit Training Workshop was conducted on 28<sup>th</sup> & 29<sup>th</sup> August 2023 from 1:30pm to 4:30pm. The session had 28 members inclusive of teaching and non-teaching staff.

**2. Program Objectives:**

- To create awareness of EOMS ISO-21001-2018 to the faculty group
- To identify the staff who would audit the various process at CMS B School
- To demonstrate the relevance of ISO-21001-2018 among the staff and standardised the various systems, process and procedures at CMS B School.

**3. Relevance to PO, Relevance to PEO and PSOs**

<b>PO</b>	<b>Program Objective (PO)</b>
PO1	Apply knowledge of management theories and practices to address and resolve business challenges
PO2	Demonstrate analytical and critical thinking abilities for information-based decision making
PO3	Analyse global, economic, legal and ethical aspects of business
PO4	Apply trans-disciplinary tools and techniques towards effective problem solving
PO5	Assist others and self in accomplishing organizational objectives and contribute effectively to a collaborative team setting.
PO6	Exhibit an entrepreneurial mind-set for the establishment of sustainable businesses and societies.
PO7	Exemplify value-based leadership for excellence

PSO	Program Specific Objective (PSO)
PSO1	Apply managerial tools and strategies to address industry challenges to promote sustainable societies
PSO2	Analyse the complexities of Indian Business to garner global reputation
PSO3	Exhibit the qualities of holistic thinking solopreneur to create a self-sufficient society

#### 4. Activity Overview:

**Introduction to ISO 21001:2018:** Participants are introduced to the ISO 21001:2018 standard, its significance in educational management, and the benefits of compliance.

**Understanding Audit Principles:** The workshop covers the fundamental principles of auditing, including the audit process, roles and responsibilities of auditors, and audit objectives.

**ISO 21001 Requirements:** Detailed exploration of the ISO 21001:2018 standard, highlighting the key requirements that educational institutions must meet to achieve compliance.

**Audit Methodologies:** Participants learn various audit methodologies and techniques specific to ISO 21001, including audit planning, conducting audit interviews, gathering evidence, and report writing.

**Practical Exercises:** Hands-on exercises and case studies are provided to give participants the opportunity to apply their knowledge and audit skills in a simulated environment.

**Risk Assessment:** Understanding and applying risk assessment techniques relevant to educational management systems to identify and prioritize audit areas.

**Audit Reporting:** Training on how to prepare clear and concise audit reports, including findings, recommendations, and corrective action plans.

**Corrective Actions:** Discussion on the process of addressing non-conformities and implementing corrective actions within the ISO 21001 framework.

**Mock Audits:** Practical sessions where participants conduct mock audits, taking on roles as auditors and auditees to gain real-world experience.

**Certification and Compliance:** Information on the certification process, requirements, and how to maintain compliance with ISO 21001 standards.

**Q&A and Discussion:** Opportunities for participants to ask questions, seek clarification, and engage in discussions related to ISO 21001 and internal auditing.

**Course Evaluation:** Feedback and evaluation sessions to assess the effectiveness of the training and identify areas for improvement.

**5. Guest/Speakers' Profile: Brief description about Guest: (at least one paragraph)**

1	<b>Name:</b>	G.R.Lakshmisha
2	<b>Education :</b>	Bachelor of Engineering (Mechanical)
3	<b>Experience:</b>	<ul style="list-style-type: none"> <li>• 22 years as at kirloskar Elec. Bangalore</li> <li>• Experience in Industrial Engineering, Tool design, Tool Room, machine shop, press shop, Fabrication shop and Foundry.</li> <li>• TQM coordinator and Management Representative at KEC</li> <li>• 25 years as consultant in Quality, productivity initiatives and certifications</li> </ul>
4	<b>Present position:</b>	Running a Consultancy Firm as Director – GARANI CONSULTANTS  <b>Website:</b> garaniconsultants@weebly.com
5	<b>Activities engaged in:</b>	
5.1	<b>Companywide initiatives</b>	<ul style="list-style-type: none"> <li>• Total Quality management -TQM</li> <li>• Total productive maintenance-TPM</li> <li>• Lean manufacturing</li> <li>• Value Stream Mapping for focused improvements</li> <li>• 5S house keeping</li> <li>• Quality circles</li> <li>• Small Group Activities</li> <li>• Quality Improvement Teams</li> <li>• Policy Deployment</li> <li>• Computerization/ ERP</li> </ul>

5.2	<b>Improvement initiatives</b>	<ul style="list-style-type: none"> <li>• Shop and Plant layouts</li> <li>• SMED / Quick change over</li> <li>• Design of Experiments</li> <li>• Localized software solutions (using open source software/ Windows )</li> <li>• Low cost Automation</li> <li>• Work place design and implementation</li> <li>• Process Re-engineering</li> <li>• Cycle time reduction</li> <li>• Throughput improvement</li> <li>• Corrective and preventive actions on product non-conformances and customer complaints</li> </ul>
5.3	<b>Certification initiatives</b>	<p>We can assist you during all steps in certification from awareness to certification in following:</p> <ul style="list-style-type: none"> <li>• IATF 16949- Quality management System for Auto parts suppliers</li> <li>• ISO 9001- Quality Management system</li> <li>• ISO 14001 Environmental Management systems</li> <li>• ISO 45001- Occupational Health &amp; safety management system</li> <li>• ISO 50001- Energy management System</li> <li>• ISO 27001- Information security management system</li> <li>• ISO 21001:2018 Education Organization Management System</li> </ul>
5.4	<b>Awareness and Training programs</b>	<p><b>Awareness programs on –one-day program</b></p> <ul style="list-style-type: none"> <li>• IATF 16949- Quality Management System for Auto parts suppliers</li> <li>• ISO 9001- Quality Management system</li> <li>• ISO 45001- Occupational Health &amp; safety management system</li> <li>• ISO 50001- Energy management System</li> <li>• ISO 27001- Information security management system</li> </ul> <p><b>Internal audit training programs – 2 day programs</b></p> <ul style="list-style-type: none"> <li>• IATF 16949- Quality management System for Auto parts suppliers</li> <li>• ISO 9001- Quality Management system</li> <li>• ISO 45001- Occupational Health &amp; safety management system</li> <li>• ISO 50001- Energy management System</li> <li>• ISO 27001- Information security management system</li> </ul> <p><b>Training programs on TS tools (one day program)</b></p> <ul style="list-style-type: none"> <li>• Production part approval process–PPAP</li> <li>• Advanced product Quality planning- APQP</li> <li>• Failure mode and effect Analysis –FMEA</li> <li>• Statistical Process Control – SPC</li> </ul>

	<ul style="list-style-type: none"> <li>• Measurement System Analysis – MSA</li> </ul> <p><b>Training programs on:</b></p> <ul style="list-style-type: none"> <li>• Cost of Quality (COQ)</li> <li>• Cost of Poor Quality (COPQ)</li> <li>• 5S house keeping</li> <li>• Value Stream Mapping</li> <li>• Waste elimination/ 7 wastes</li> <li>• Basic 7 QC tools</li> <li>• New 7 QC tools</li> <li>• Continual Improvement tools &amp; techniques</li> <li>• Appropriate statistical techniques</li> <li>• Team work Techniques</li> </ul>
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## 6. Summary and Key Learnings of the session:

The ISO 21001:2018 Internal Audit Training Workshop is a specialized program designed to provide participants with the knowledge and skills necessary to conduct internal audits in accordance with the ISO 21001:2018 standard. This workshop focuses on the principles and practices of auditing educational organizations' management systems to ensure compliance with ISO 21001:2018 requirements. Participants gain insights into audit processes, techniques, and best practices, enabling them to effectively assess and improve the educational management systems within their organizations.

## 7. Participant details:

Sl.No	Title	Name	Designation	Specialization
1	Dr.	Amudha Sivanandam	Professor	Finance
2	Dr.	Dhilipan C	Assistant Professor	Finance
3	Dr.	Gayathri R	Assistant Professor	OB and HRM
4	Dr.	Gopalakrishnan Chinnasamy	Associate Professor	Finance
5	Dr.	Kalavathy	Associate Professor	Marketing
6	Mr.	Kiran Kumar M	Assistant Professor	Finance
7	Dr.	Manita D Shah	Professor	Finance
8	Dr.	Neena P C	Associate Professor	OB and HRM

9	Dr.	Praveen Gujjar	Area Head & Associate Professor	Business Analytics
10	Ms.	Rashmi Akshay Yadav	Assistant Professor	Finance
11	Dr.	Ravishankar S Ulle	Assistant Professor	Decision Science
12	Dr.	Sanjana Samaddar	Associate Professor	Marketing
13	Dr.	Satyajeet Nanda	Associate Professor	OB and HRM
14	Dr.	Shaji Thomas	Professor	Finance
15	Dr.	Shashank M Hiremath	Associate Professor	Finance
16	Dr.	Shrinivas Patil	Professor	Finance
17	Dr.	Syed Shahid Raza	Assistant Professor	Business Analytics
18	Dr.	G S Vijaya	Programme Coordinator & Professor	Decision Science
19	Dr.	Umesh Chandra	Assistant Professor	Marketing
20	Dr.	Urmila Itam	Assistant Professor	OB and HRM
21	Dr.	Yavana Rani S	Associate Professor	Decision Science
22	Ms.	Ashwini N	Admin Executive	Administration
23	Ms.	Rekha	Senior Academic Executive	Administration
24	Ms.	Ranjitha H S	Admin Executive	Administration
	Ms.	Shaila N	Admin Executive	Administration
25	Ms.	Shobha T N	Admin Executive	Administration
26	Ms.	Shruthi Pandhari P	Admin Executive	Administration
27	Ms.	Sowmya Y D	Academic Coordinator	Administration
28	Mr.	Pulagampalli Venkatasai Kumar	Academic Coordinator	Administration

**8. Details of Winners (if applicable): -NA**

**9. Details of the judges (if applicable): -NA**

**10. Attendance records:**

**JGI JAIN** CMS BUSINESS SCHOOL  
CMS Business School, JAIN (Deemed-to-be University)  
LIST OF FACULTY AND ADMIN NOMINATED FOR ISO-21001-2018  
Date: 28-08-2023

**ISO-21001-2018- Internal Audit Training Programme**

Sl. No.	Title	Name	Designation	Area	Signature
1	Dr. Anushe Venkatesh	Professor	Finance		[Signature]
2	Dr. Arunagiri	Assistant Professor	Marketing		[Signature]
3	Dr. Dhilip C	Assistant Professor	Finance		[Signature]
4	Dr. Gayathri R	Assistant Professor	OB and HRM		[Signature]
5	Dr. Gopikrishna Chinnaiyan	Associate Professor	Finance		[Signature]
6	Dr. Kalavathy	Associate Professor	Marketing		[Signature]
7	Sh. Kavin Kumar M	Assistant Professor	Finance		[Signature]
8	Dr. M Govindraj	Associate Professor	Marketing		[Signature]
9	Dr. Manika D Shah	Professor	Finance		[Signature]
10	Dr. Neena P C	Associate Professor	OB and HRM		[Signature]
11	Dr. Praveen Gajjar	Area Head & Associate Professor	Business Analytics		[Signature]
12	Ms. Anvitha Akshay Yadav	Assistant Professor	Finance		[Signature]
13	Dr. Rupesh Kumar Sinha	Associate Professor	Decision Science		[Signature]
14	Dr. Ravindhar S Iyer	Assistant Professor	Decision Science		[Signature]
15	Dr. Saranya Sureshbabu	Associate Professor	Marketing		[Signature]
16	Dr. Satyajeet Nanda	Associate Professor	OB and HRM		[Signature]
17	Dr. Shaji Thomas	Professor	Finance		[Signature]

*Sub C 28.8.23*

**JGI JAIN** CMS BUSINESS SCHOOL  
CMS Business School, JAIN (Deemed-to-be University)  
LIST OF FACULTY AND ADMIN NOMINATED FOR ISO-21001-2018  
Date: 29-09-2023

**ISO-21001-2018- Internal Audit Training Programme**

Sl. No.	Title	Name	Designation	Area	Signature
18	Dr. Shashank M Heenamath	Associate Professor	Finance		[Signature]
19	Dr. Shrinivas Patil	Professor	Finance		[Signature]
20	Dr. Syed Shahid Raza	Assistant Professor	Business Analytics		[Signature]
21	Dr. G S Vijaya	Programme Coordinator & Professor	Decision Science		[Signature]
22	Dr. Umesh Chandra	Assistant Professor	Marketing		[Signature]
23	Dr. Umsha Ram	Assistant Professor	OB and HRM		[Signature]
24	Dr. Yashika Rani S	Associate Professor	Decision Science		[Signature]
25	Ms. Ashwini N	Admin Executive	Administration		[Signature]
26	Ms. Rakha	Senior Academic Executive	Administration		[Signature]
27	Ms. Rangitha H S	Admin Executive	Administration		[Signature]
28	Ms. Shashi R	Admin Executive	Administration		[Signature]
29	Ms. Shobha T N	Admin Executive	Administration		[Signature]
30	Ms. Shrutika Parthasarathy	Admin Executive	Administration		[Signature]
31	Ms. Sowmya T D	Academic Coordinator	Administration		[Signature]
32	Ms. Pragasampalli Venkatesh Kumar	Academic Coordinator	Administration		[Signature]

*Sub C 29.9.23*

**JGI JAIN** CMS BUSINESS SCHOOL  
CMS Business School, JAIN (Deemed-to-be University)  
LIST OF FACULTY AND ADMIN NOMINATED FOR ISO-21001-2018  
Date: 29-09-2023

**ISO-21001-2018- Internal Audit Training Programme**

Sl. No.	Title	Name	Designation	Area	Signature
1	Dr. Anushe Venkatesh	Professor	Finance		[Signature]
2	Dr. Arunagiri	Assistant Professor	Marketing		[Signature]
3	Dr. Dhilip C	Assistant Professor	Finance		[Signature]
4	Dr. Gayathri R	Assistant Professor	OB and HRM		[Signature]
5	Dr. Gopikrishna Chinnaiyan	Associate Professor	Finance		[Signature]
6	Dr. Kalavathy	Associate Professor	Marketing		[Signature]
7	Sh. Kavin Kumar M	Assistant Professor	Finance		[Signature]
8	Dr. M Govindraj	Associate Professor	Marketing		[Signature]
9	Dr. Manika D Shah	Professor	Finance		[Signature]
10	Dr. Neena P C	Associate Professor	OB and HRM		[Signature]
11	Dr. Praveen Gajjar	Area Head & Associate Professor	Business Analytics		[Signature]
12	Ms. Anvitha Akshay Yadav	Assistant Professor	Finance		[Signature]
13	Dr. Rupesh Kumar Sinha	Associate Professor	Decision Science		[Signature]
14	Dr. Ravindhar S Iyer	Assistant Professor	Decision Science		[Signature]
15	Dr. Saranya Sureshbabu	Associate Professor	Marketing		[Signature]
16	Dr. Satyajeet Nanda	Associate Professor	OB and HRM		[Signature]
17	Dr. Shaji Thomas	Professor	Finance		[Signature]

*Sub C 29.9.23*

**JGI JAIN** CMS BUSINESS SCHOOL  
CMS Business School, JAIN (Deemed-to-be University)  
LIST OF FACULTY AND ADMIN NOMINATED FOR ISO-21001-2018  
Date: 28-08-2023

**ISO-21001-2018- Internal Audit Training Programme**

Sl. No.	Title	Name	Designation	Area	Signature
18	Dr. Shashank M Heenamath	Associate Professor	Finance		[Signature]
19	Dr. Shrinivas Patil	Professor	Finance		[Signature]
20	Dr. Syed Shahid Raza	Assistant Professor	Business Analytics		[Signature]
21	Dr. G S Vijaya	Programme Coordinator & Professor	Decision Science		[Signature]
22	Dr. Umesh Chandra	Assistant Professor	Marketing		[Signature]
23	Dr. Umsha Ram	Assistant Professor	OB and HRM		[Signature]
24	Dr. Yashika Rani S	Associate Professor	Decision Science		[Signature]
25	Ms. Ashwini N	Admin Executive	Administration		[Signature]
26	Ms. Rakha	Senior Academic Executive	Administration		[Signature]
27	Ms. Rangitha H S	Admin Executive	Administration		[Signature]
28	Ms. Shashi R	Admin Executive	Administration		[Signature]
29	Ms. Shobha T N	Admin Executive	Administration		[Signature]
30	Ms. Shrutika Parthasarathy	Admin Executive	Administration		[Signature]
31	Ms. Sowmya T D	Academic Coordinator	Administration		[Signature]
32	Ms. Pragasampalli Venkatesh Kumar	Academic Coordinator	Administration		[Signature]

*Sub C 28.8.23*

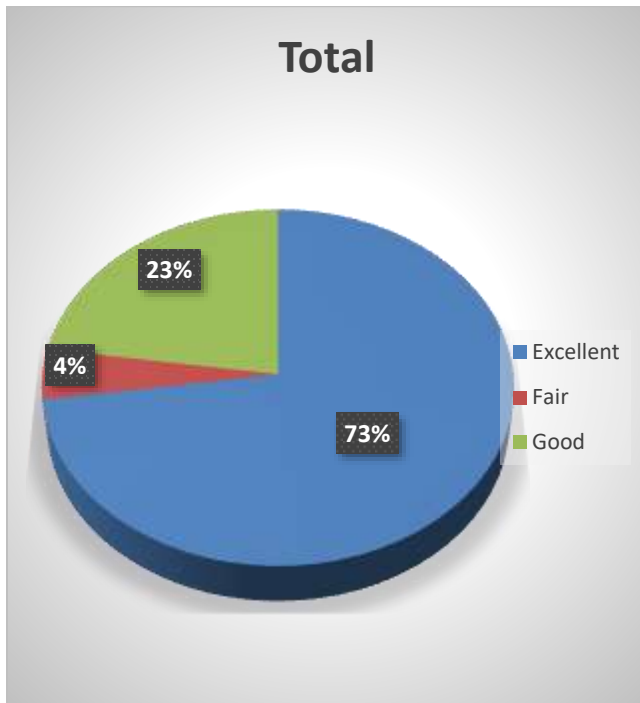


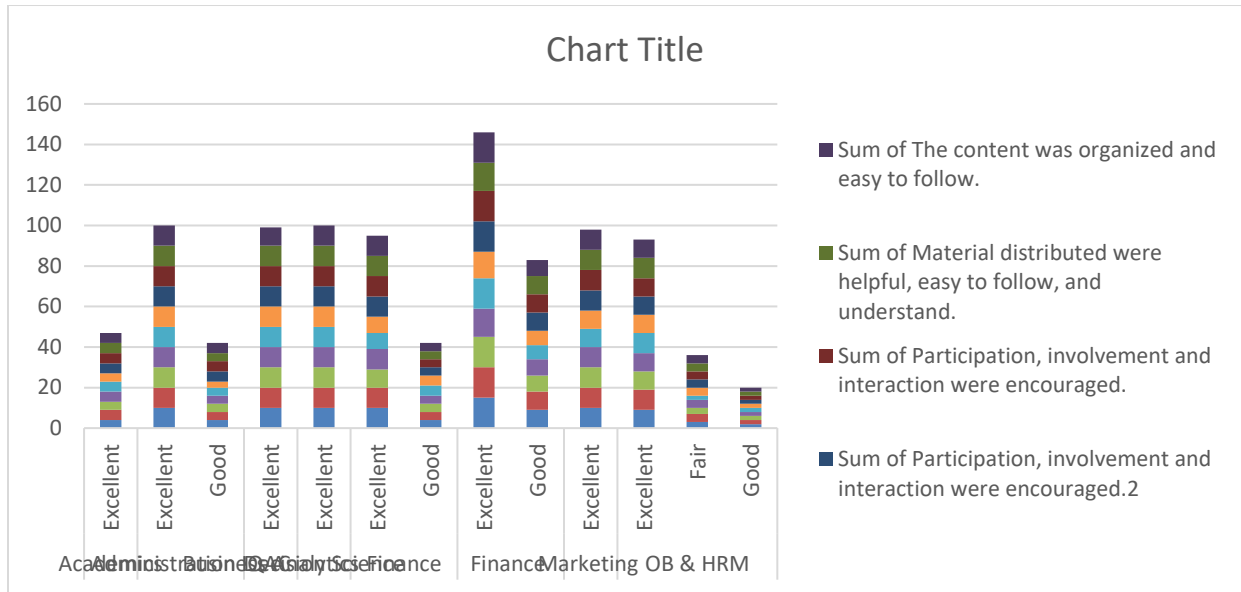
### 11. Participants' Feedback, Feedback Analysis, and Attainment Calculation: (if Applicable)

Email Address	Department	The objective of the training were clearly defined.	The content was organized and easy to follow.	Material distributed were helpful, easy to follow, and understand.	Participation, involvement and interaction were encouraged.	The trainer was knowledgeable about the training topics.	Workshop duration and schedule was appropriate	I felt comfortable and confident during the assessment process (Case study)	My experience as a whole was enjoyable and rewarding.	I am confident to conduct Audit of the B-School as an Internal Auditor.	The location and room was comfortable for the activity.	Overall evaluation
shobha_tn@cms.ac.in	Administration IQAC	5	5	5	5	5	5	5	5	5	5	Excellent
dr.manita_shah@cms.ac.in	Finance	5	5	5	5	5	2	5	5	3	3	Excellent
dr.gayathri_r@cms.ac.in	OB & HRM	3	4	4	4	4	4	3	4	2	4	Fair
rashmiakshay_yadav@cms.ac.in	Finance	5	4	4	4	4	4	4	4	4	4	Good
dr.dhilipan_c@cms.ac.in	Finance	5	5	5	5	5	4	5	5	5	4	Excellent
dr.ravishankarulle@cms.ac.in	Decision Science	5	5	5	5	5	5	5	5	5	5	Excellent
dr.urmilaitam@cms.ac.in	OB & HRM	2	2	2	2	2	2	2	2	2	2	Good
dr.amudha_r@cms.ac.in	Finance	5	5	5	5	5	5	4	5	5	5	Excellent
dr.satyajeetnanda@cms.ac.in	OB & HRM	4	4	5	4	5	4	4	4	5	4	Excellent
dr.praveengujjar@cms.ac.in	Business Analytics	5	5	5	5	5	5	5	5	5	5	Excellent
kiran_kumar.m@cms.ac.in	Finance	4	4	5	5	5	3	4	4	3	3	Good
saikumar_pv@cms.ac.in	Academics	4	5	5	5	5	4	4	5	5	4	Excellent
dr.shashank_hiremath@cms.ac.in	Finance	5	5	5	5	5	5	5	5	5	5	Excellent
dr.shrinivas_patil@gmail.com	Finance	4	4	4	4	4	4	4	4	5	5	Good
dr.gopalakrishnan_c@cms.ac.in	Finance	5	5	4	5	5	4	5	4	5	4	Excellent
dr.neenapc@cms.ac.in	OB & HRM	5	5	5	5	5	5	5	5	5	5	Excellent
rekha_prakash@cms.ac.in	Administration IQAC	4	5	4	5	4	4	4	4	4	3	Good

dr.syed_shahidraza@cms.ac.in	Business Analytics	5	4	5	5	5	5	5	5	5	5	5	Excellent
dr.umesh_chandra@cms.ac.in	Marketing	5	5	5	5	5	4	5	5	5	5	5	Excellent
dr.vijayags@cms.ac.in	Decision Science	5	5	5	5	5	5	5	5	5	5	5	Excellent
dr.sanjana_samaddar@cms.ac.in	Marketing	5	5	5	5	5	5	5	5	5	4	4	Excellent
shaila_n@cms.ac.in	Administration IQAC	5	5	5	5	5	5	5	5	5	5	5	Excellent

Row Labels	Count of Overall evaluation
Excellent	16
Fair	1
Good	5
<b>Grand Total</b>	<b>22</b>





## 12. Proposals for the Event/Programme:

To,

The Dean for kind approval,

### Sub: ISO-21001-2018 Internal Audit Training Workshop.

The purpose of the guest lecture is to provide specific inputs and exposure from a trainer perspective on select concepts in - **ISO-21001-2018 Internal Audit Training Workshop** for Faculties & Non-Teaching Staffs. The workshop has been planned for two days. The planned program duration will be during 1.30 pm to 4.30 pm on 28-08-2023 & 29-08-2023

Respected Programme Coordinator your kind approval is requested for the conduct of the same.

The Dean has recommended this proposal.

Kind Regards,

Faculty Coordinator  
 IQAC Head  
 Signature

Dean  
 Approval Authority  
 Signature

### 13. Minutes of Meetings:

<b>Meeting Title</b>	ISO-21001-2018 Internal Audit Workshop	
<b>Date of Meeting</b>	28 <sup>th</sup> & 29 <sup>th</sup> August 2023	
<b>Meeting Venue</b>	Room No: 514, 5 <sup>th</sup> Floor from 1:30pm to 4:30pm	
<b>Meeting Agenda</b>	ISO-21001-2018 Internal Audit Workshop	
<b>In Attendance</b>	Name	Title/Department/Organization
1	Dr. Amudha Sivanandam	Professor
2	Dr. Dhilipan C	Assistant Professor
3	Dr. Gayathri R	Assistant Professor
4	Dr. Gopalakrishnan chinnasamy	Associate Professor
5	Dr. Kalavathy	Associate Professor
6	Mr. Kiran Kumar M	Assistant Professor
7	Dr. Manita D Shah	Professor
8	Dr. Neena P C	Associate Professor
9	Dr. Preveen Gujjar	Area Head & Associate Professor
10	Ms. Rashmi Akshay Yadav	Assistant Professor
11	Dr. Ravishankar S Ulle	Assistant Professor
12	Dr. Sanjana Samaddar	Associate Professor
13	Dr. Satyajeet Nanada	Associate Professor
14	Dr. Shaji Thomas	Professor
15	Dr. Shashank M hiremath	Associate Professor
16	Dr. Shrinivas Patil	Professor
17	Dr. Syed Shahid raza	Assistant Professor
18	Dr. G S Vijaya	Programme Coordinator & Professor
19	Dr. Umesh Chandra	Assistant Professor
20	Dr. Urmila Itam	Assistant Professor
21	Dr. Yavana Rani S	Associate Professor
22	Ms Ashwini n	Admin Executive
23	Ms. Rekha	Senior Academic Executive
24	Ms. Ranjitha H S	Admin Executive
25	Ms. Shaila N	Admin Executive
26	Ms. Shobha T n	Admin Executive
27	Ms. Shruthi Pandhari P	Admin Executive
28	Ms. Sowmya YD	Academic Coordinator
29	Mr. Pulagampalli Venkatasai Kumar	Academic Coordinator
<b>Key Meeting Outcomes</b>		
	<ul style="list-style-type: none"> <li>• There were 40hrs of meeting with Dr. Lakshmisha</li> <li>• Discussed various system procedures, formats &amp; datasheet</li> <li>• Internal Audit need to be completed by October 2023</li> </ul>	
<b>Action Plans, if any (along with the First Person Responsible)</b>		
	<ul style="list-style-type: none"> <li>• .</li> </ul>	

### 14. Budget: -NA

## 15.Trailing Emails/communications:

The screenshot shows a Gmail interface with the following details:

- Search:** from:(dr.selvi@cms.ac.in) to:(bschoolqac@cms.ac.in)
- Subject:** ISO Internal Audit Training on August 28th & 29th, 2023
- From:** Dr. Selvi S (to Lakshmitha, Harold, Harsha, dinesh, me)
- Date:** Thu, Aug 17, 4:47 PM (10 days ago)
- Body:**

Dear Sir,  
Greetings!

As discussed and planned, we shall conduct ISO Internal audit training for the Faculty of CMS B School, Seeshadri Road, Gandhinagar, Bangalore on August 28th & 29th, 2023 between 1:30 to 4:30 pm. There are around 25 staff looking forward to your training. Request you to kindly share the program details and your requirements for the same.

Thanks & Regards,  
Dr. Selvi S | Associate Professor | CMS Business School | JAIN (Deemed-to-be University), Bangalore  
9880018158
- Reply:**

Hi Shobha,  
kindly keep the copies ready after the schedule is notified.  
Regards,

The screenshot shows a Gmail interface with the following details:

- Search:** from:(dr.selvi@cms.ac.in) to:(bschoolqac@cms.ac.in)
- Subject:** ISO Internal Audit Training on August 28th & 29th, 2023
- From:** Dr. Selvi S (to me)
- Date:** Sat, Aug 19, 12:39 PM (11 days ago)
- Body:**

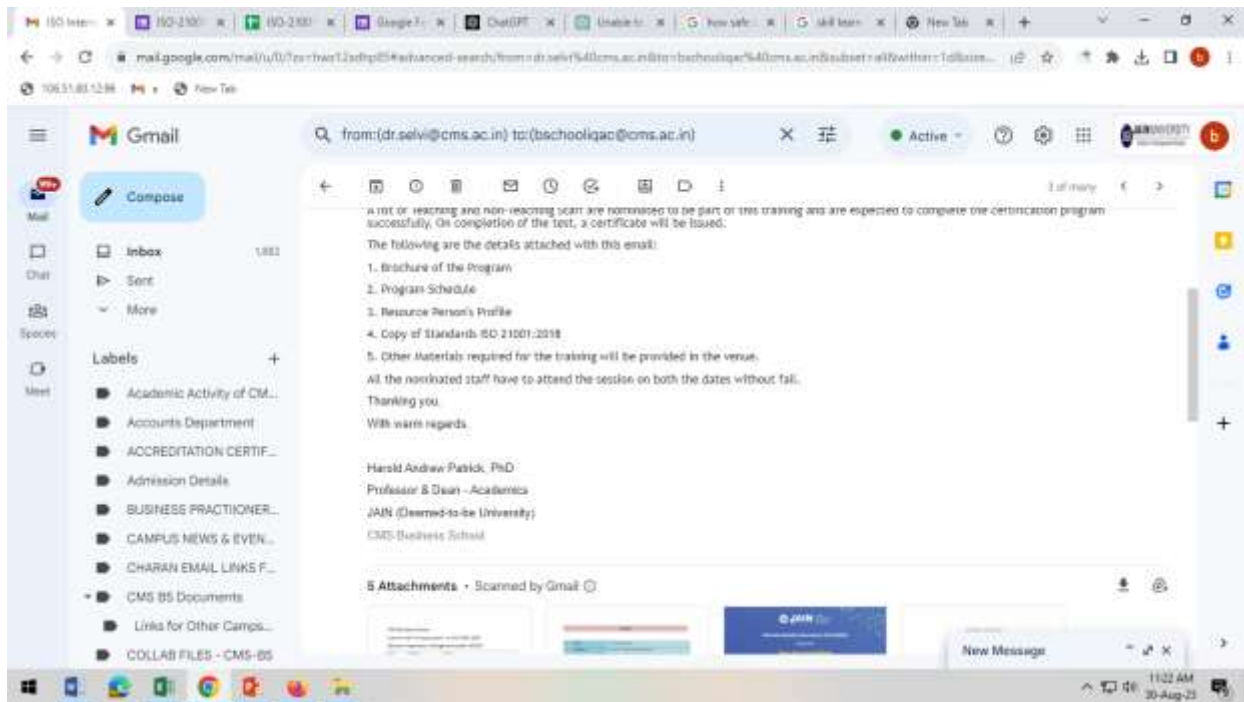
Hi Shobha,  
kindly keep the copies ready after the schedule is notified.  
Regards,

----- Forwarded message -----  
From: Lakshmitha GR <qtalshmitha@gmail.com>  
Date: Fri, 18 Aug 2023 at 3:55 PM  
Subject: Re: ISO Internal Audit Training on August 28th & 29th, 2023  
To: Dr. Selvi S <dr.selvi@cms.ac.in>

Dear Madam,  
find enclosed  
1. Profile  
2. Program details  
In a couple of days I will sending the following:  
1. workshop paper  
2. Case study 1  
3. Case study 2

This screenshot shows an email in a Gmail interface. The sender is Dr. Selvi S, with a profile picture and the name 'Dr. Selvi S'. The email is addressed to 'to: Lakshmiha, Harold, dinesh, Harsha, me'. The subject line is 'Invitation as a resource person for ISO Training'. The email content includes a greeting 'Dear Sir, Greetings!', a message 'Hope this mail finds you well.', and a statement 'As discussed and requested by you, we have scheduled ISO internal audit training on 21001:2018'. It then lists program details: 'The program details are as follows', 'Date - Aug 28 & 29, 2023', 'Time - 1:30 pm to 4:30 pm', 'Members - Teaching & Non-Teaching staff', and 'Total - Approx 32 nos'. It also mentions 'Attached is the poster for your reference' and ends with 'Thanks & Regards, Selvi S'. The email interface shows a search bar, navigation icons, and a list of labels on the left side.

This screenshot shows another email in the same Gmail interface. The sender is 'CMS Business School' with a profile picture and the name 'CMS Business School'. The email is addressed to 'to: Amudha, Anurag, Dhilpan, Gayathri, Dr.Gopalakrishnan, Kalavathy, Kiran, Govindraj, Dr. Proveen, Rashmi, Rupesh, Ramshankar, Saranya, Sutyajee'. The subject line is 'CMS Business School'. The email content starts with 'Dear Colleagues,' followed by a paragraph explaining that 'ISO 21001 provides a structured framework for educational institutions to establish and manage their processes, policies, and procedures. This structured approach helps institutions align their operations with their educational goals and objectives. It can support the achievement of various SDGs by enhancing the quality of education as well.' It then states 'In this context, JAIN (Deemed-to-be University), Faculty of Management Studies, CMS Business School, Internal Quality Assurance Cell (IQAC) is conducting a training on Internal Audit Training Program on ISO 21001:2018, EDMS (Education Organisation Management System) on August 28th and 29th 2023 between 01:30pm to 3:30 pm, Lecture Hall 514.' A list of staff is mentioned: 'A list of Teaching and Non-Teaching Staff are nominated to be part of this training and are expected to complete the certification program successfully. On completion of the test, a certificate will be issued.' The email lists attachments: 'The following are the details attached with this email: 1. Brochure of the Program, 2. Program Schedule, 3. Resource Person's Profile, 4. Copy of Standards ISO 21001:2018, 5. Other materials required for the training will be provided in the venue.' It concludes with 'All the nominated staff have to attend the session in both the dates without fail. Thanking you, With warm regards, Harold Andrew Patrick, PhD'.



**16. Brochure/Poster: (JPEG format only) –Sent in mail separately long with Report**



**17. Pictures for the Event: (Geo-Tag format only)**



**Fig 1: Day 1: Dr. Selvi giving welcome Speech to the Guest, Faculties and Staff Members and also giving brief introduction about Mr. Lakshmisha.**

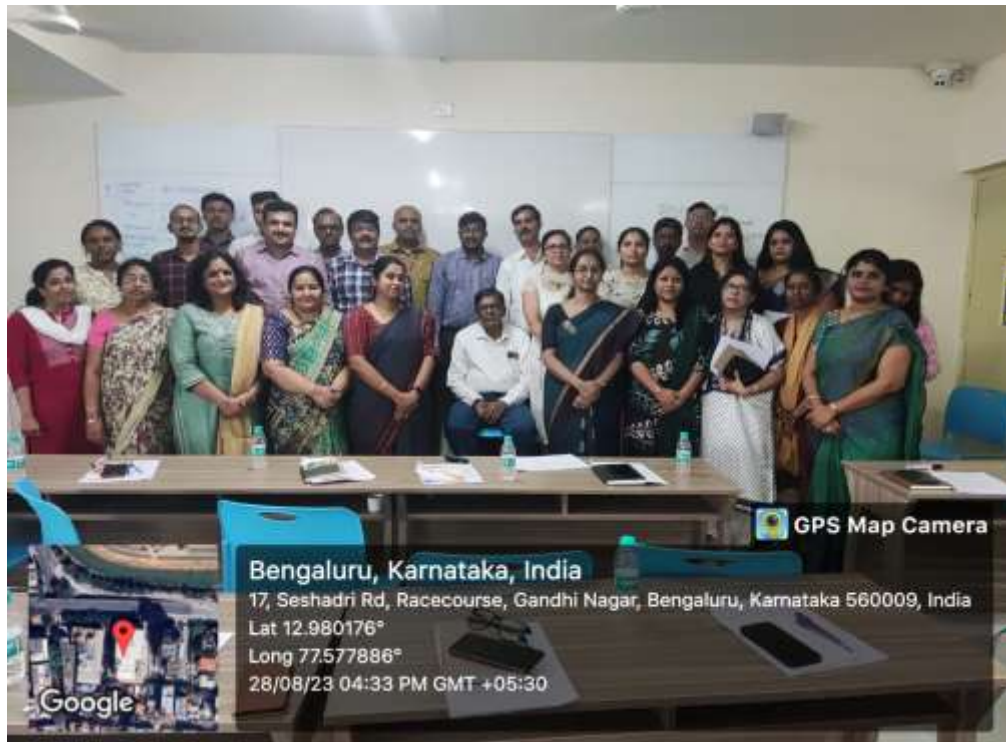


**Fig 2: Day 1: Dr. Lakshmisha briefing the schedule of the 2 days Programme.**





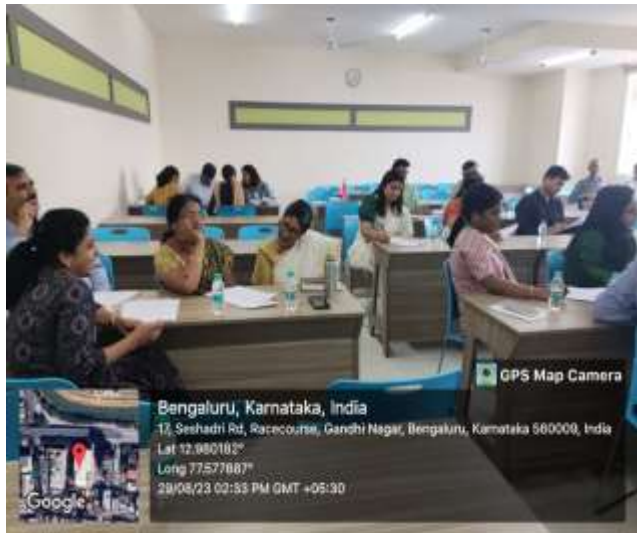
**Fig 3: Day 1: Dr. Lakshmisha explaining the ISO Standards to all the training members.**



**Fig 4: Day 1: A group photo with Dr. Lakshmisha all other training members.**



**Fig 5: Day 2: A day started with making groups for the Activity-1 Workshop and the answer were discussed by Dr. Lakshmisha.**



**Fig 6: Day 2: Activity-2 Case study was solved in groups and the answer were discussed by Dr. Lakshmisha.**



**Fig 7: Day 2: A group photo with Dr. Lakshmisha all other training members**